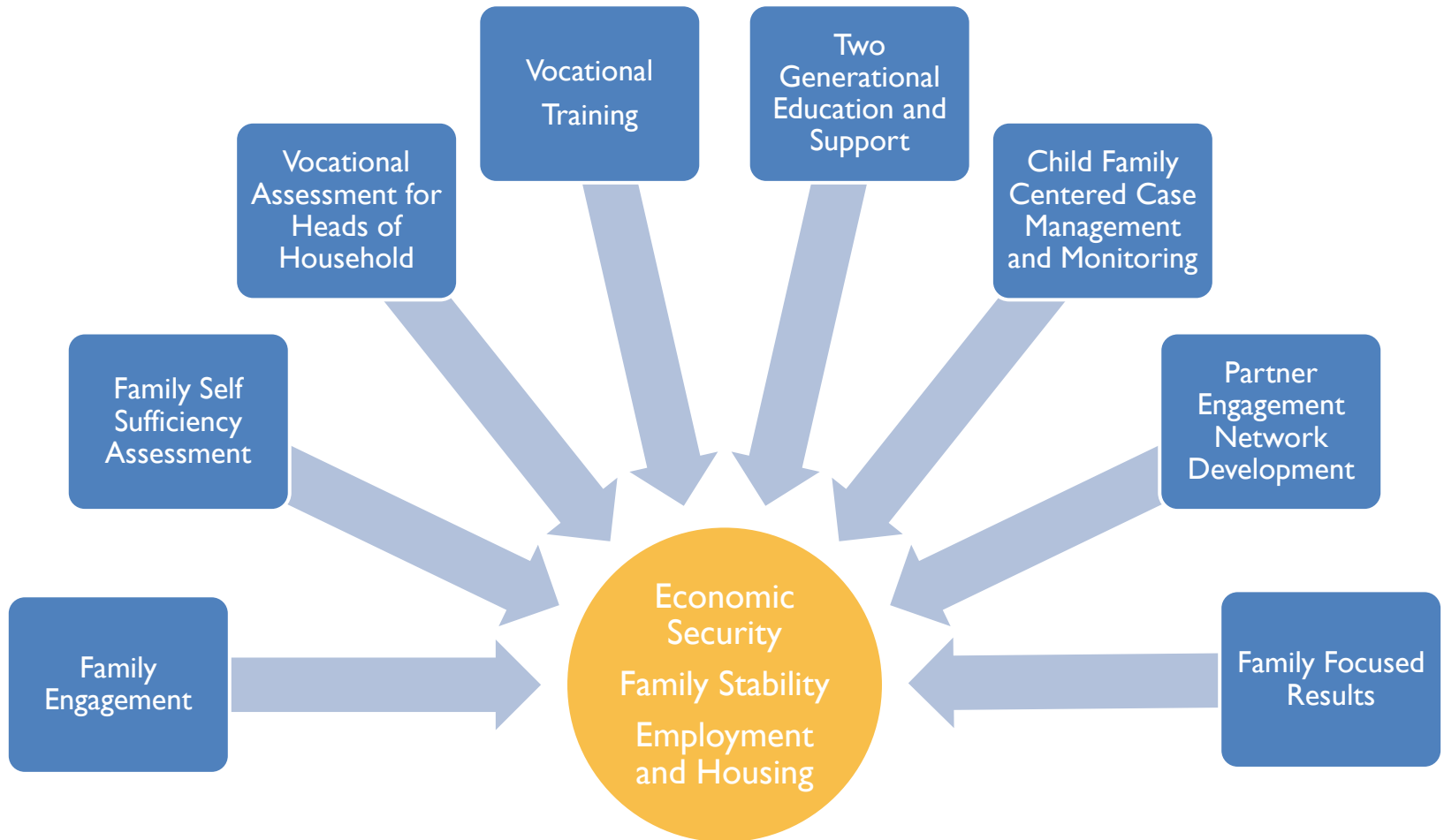


ARISE! CENTER PROGRAM MODEL



ARISE! CENTER VISION FOR FAMILIES

- ▶ **GOAL:** To offer comprehensive social services to families in need including:
 - Clinical Intervention and Crisis Management
 - Health and Wellness
 - Housing Placement
 - Economic and Workforce Development
 - Social Capital and Education



ARISE! CENTER GOALS

- ▶ To continue to provide help, housing and hope to individuals in New Haven who are experiencing poverty and are in need of support with of accessing resources for developing independence, skills, and employment.
- ▶ To address the problems of families in need, either to prevent a first experience with, or a return to homelessness.
- ▶ To expand and enhance the internal service provision for families in the Hillside Family Shelter (HFS) and the Stepping Stone Transitional Housing Program (SSTHP) to include evidence-based practices.
- ▶ To offer multiple levels of resources within the categories of adult coaching and education, child programing, community partnerships, and civic engagement to promote the health and wellness of the entire family to allow all members to thrive.



ARISE! CENTER APPROACH

- ▶ affirms the value and dignity of all members of the household through holistic, solution-based and comprehensive interventions.
- ▶ Offers access to multiple levels of resources within the categories of adult coaching and education, child programming, and civic engagement.
- ▶ Streamlines service-provision and increases the connection between the people receiving services and the organizations that offer them, builds trust among community providers,
- ▶ Creates a system where there is “no wrong door” for receiving assistance
- ▶ Improves outcomes that lead to a better quality of life for the entire family.



OUTCOMES - Phase 1

Significant Dates	
July 1, 2014	State funding period began
July 29, 2014	Meeting with Commissioner Roderick Bremby to discuss the program scope and contracting terms
October 20, 2014	First staff person hired (Director of Social Work Services)
December 1, 2014	Contract with Department of Social Services (State of CT) approved with the following outcomes: <ul style="list-style-type: none">➤ 50 families served➤ At least 70% of those served through ARISE report that their income and employment has increased➤ At least 70% of those served in ARISE report that they have increased their skills and potential
December 19, 2014	Six months of funding received
February 1, 2015	Space secured at 370 Davenport Avenue
February 17, 2015	Employment Services Specialist hired



TARGET POPULATION

- Heads of household and children within CCA's Hillside Family Shelter and Stepping Stone Transitional Housing Program
- Heads of household and children for up to six months after residence within CCA's Hillside Family Shelter and Stepping Stone Transitional Housing Program



FAMILY ENGAGEMENT

- Refer from CCA's Hillside Family Shelter and Stepping Stone Transitional Housing Program to ARISE! staff
- Assess immediate barriers and strengths
- Assess current access to community services
- Determine other agencies involved
- Formulate service plan
- Set goal(s) attainment process
- Provide long-term follow-up



FAMILY SELF-SUFFICIENCY ASSESSMENT

- Determine income and income supports
- Assess and access benefits to stabilize family
- Conduct biopsychosocial evaluation
- Determine informal supports and stressors
- Develop service plan for mental, physical, and social wellness of all family members
- Link to resources for barrier reduction



VOCATIONAL ASSESSMENT FOR HEADS OF HOUSEHOLD

- Identify employment history and goals
- Develop workforce action plan
- Initiate the dialogue with the strategic partner(s)
- Make referrals to partner organizations and confirm attendance and receipt of service
- Create process for tracking referrals made to agencies
- Report on weekly/monthly outcome/status



VOCATIONAL TRAINING

- Assess current level of education
 - Develop training and financial improvement plan
 - Organize learning activities to develop the potential of all family members
 - Offer coaching, workshops and referral to community resources for improved literacy, ESL classes, skills training, and employment based certification for employment
 - Make referrals to partner organizations and confirm attendance and receipt of service.
 - Report on weekly/monthly outcome/status report on skills learned
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TWO GENERATIONAL EDUCATION AND SUPPORT

- ▶ Assist parents to build on their strength and resilience, bolster the aspirations parents have for their children and for themselves
- ▶ Organize child and family support or family-nurturing sessions
- ▶ Organize workshops to enhancing parenting skills
- ▶ Make referrals to partner organizations and confirm attendance and receipt of service.
- ▶ Assist parents to secure child care subsidies



TWO GENERATIONAL EDUCATION AND SUPPORT

- ▶ Organize four community (public) workshops and/or support groups to address the needs or 'issues' commonplace to the target service areas (e.g., public speaking, education, advocacy, conflict mediation, credit repair, financial literacy, VITA and leadership development)
- ▶ Organize activities for peer support, participation in community and faith-based organizations and enrollment in leadership and empowerment programs



FAMILY CENTERED CASE MANAGEMENT AND MONITORING

- ▶ Review issues for individuals and families, including:
arrears reduction, modified orders, financial planning,
spending and management plans
- ▶ Propose methods for addressing these issues, as
indicated by the review



PROGRAM SCOPE OF SERVICES

ARISE SPECIFIC	STRATEGIC PARTNERS
<ul style="list-style-type: none"> ➤ Intake and Assessment ➤ Intervention and Crisis Management 	<ul style="list-style-type: none"> ➤ Clinical Assessment ➤ Intervention / Action Plan
<ul style="list-style-type: none"> ➤ Health and Well-being Workshops 	<ul style="list-style-type: none"> ➤ Health Screenings and Care
<ul style="list-style-type: none"> ➤ Housing Placement and Resource Planning 	<ul style="list-style-type: none"> ➤ Subsidized / Salary-based Housing
<ul style="list-style-type: none"> ➤ Economic and Workforce Assessment ➤ Employment Retention ➤ Debt reduction and Asset building 	<ul style="list-style-type: none"> ➤ Training and Job Placement
<ul style="list-style-type: none"> ➤ Social Capital and Networking 	<ul style="list-style-type: none"> ➤ Peer, faith-based and Community-based Networks
<ul style="list-style-type: none"> ➤ Child and Family Assessment and Services 	<ul style="list-style-type: none"> ➤ Family Counseling ➤ Child care Placement



GOALS FOR PARTNER ENGAGEMENT AND NETWORK DEVELOPMENT

- To build capacity to deliver more of what families need through a Memorandum Of Understanding, data exchange and utilization of services, referrals for services.
- To create efficiencies in service-delivery so that (1) measurable goals would be aligned and prioritized according to evidence-based outcomes-data, (2) services streamlined and integrated from intake to service completion and (3) data tracked and reported more frequently and accurately.
- To make available critical services that support long-term gains in economic self-sufficiency, reduce the digital divide among low-income families and build more credibility in the community where families receive services.
- To leverage and integrate existing community-based services, participate in a model with overall improved collaborative functionality and alignment of data collection and technology with federal and state initiatives.



BENEFITS OF PARTNER ENGAGEMENT AND NETWORK DEVELOPMENT

No Wrong Door

- To create a “no wrong door” model where families can be referred to services from different points of entry and at different stages of intervention.

Access to Integrated Services

- To offer the opportunity to use the shared-data to improve processes and outcomes. This integrated service-delivery would assist community-based providers to make available critical services that support long-term gains in economic self-sufficiency, reduce the digital divide among families and build more credibility in the community where families receive services.

Culture of Trusted Organizational Relationships

- To work collaboratively with local public-sector and not-for-profit organizations to create a person-centered system with the capacity to: share data and family specific information, leverage and link existing services and, eventually, incorporate “best practices” and/or “promising practices” into the current portfolio of services.

Comprehensive Approach to Sustaining and Transforming Families

- To create an opportunity to serve families through both a crisis management and a preventative services model that is person-centered, comprehensive and seamless.

Outcomes-based Data Management

- To create efficiencies in service-delivery so that (1) measurable goals are aligned with and linked to evidence-based outcomes-data, (2) services are streamlined and integrated from intake to service completion (3) data are tracked and reported more frequently and accurately and (4) collaborative efforts to secure funding are successful.
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PERFORMANCE MEASUREMENT

- Reporting- Review service delivery data
- Collaboration- Drive performance
- Knowledge Management- Re-direct resources



PERFORMANCE MANAGEMENT REPORTS

Engagement Report

- Tracks worker productivity (timely intake, assessment, referral, case note frequency, follow-up)
- Tracks services by office across all programs
- Tracks enrollment data (timely assessment, enrollment, referral, caseload balancing, discharge/case closings, program compliance)

Referral Report

- Provides details on services off-site at partnership locations, and affords CCA oversight with opportunities for technical assistance (utilization, effectiveness of partners, family specific level data, outcome data)



FAMILY FOCUSED RESULTS

EMPLOYMENT AND INCOME

How Much Service Was Provided?

- ▶ # Referrals made to Employment Services Specialist
- ▶ # Employment assessments completed/ year
- ▶ # Employment peer support meetings held/month
- ▶ # Employment workshops held/month at each site
- ▶ # Head(s) of households assisted with resumes
- ▶ # Head(s) of households referred to New Haven Works
- ▶ # New Haven Works Orientations scheduled
- ▶ # Head(s) of households referred to partner organizations for follow up services

How Well Service Was Provided?

- ▶ # Employment intakes and assessments completed within 3 days of intake at the shelter and 5 days of intake at the transitional housing program
- ▶ # Head(s) of households who completed the entire employment workshop series
- ▶ # Head(s) of households who report that they are satisfied with:
 - ▶ Employment Workshops
 - ▶ Employment Peer Support meetings
 - ▶ Individual meetings with the Employment Services Specialist
 - ▶ Services received from partner organizations



FAMILY FOCUSED RESULTS

EMPLOYMENT AND INCOME

How Much Better Off Are People After Services?

- ▶ # Families with an income increase from entry to exit and % income increase
- ▶ # Families who saved money from intake to exit and % increase in savings
- ▶ # Head(s) of households who gain permanent employment
- ▶ # Head(s) of households who show an increase in skills related to employment from intake to exit
- ▶ # Head(s) of households who have maintained employment 3 months, 6 months, and 1 year after moving into permanent housing
- ▶ # Families who have maintained permanent housing 3 months, 6 months and 1 year after moving into permanent housing



FAMILY FOCUSED RESULTS

TWO-GENERATIONAL APPROACH

How Much Service Was Provided?

- ▶ # Families served by the Child and Family Specialist
- ▶ # Families who complete the Child and Family assessments
- ▶ # Family activity nights provided/month
- ▶ # Child and Family related educational workshops provided/month
- ▶ # Individuals and family units referred to partner organizations for associated services
- ▶ # subsidized child care referrals made

How Well Service Was Provided?

- ▶ # Child and Family assessments completed within five days of intake
- ▶ % Individuals who report they are satisfied with family activity nights
- ▶ % Individuals who report they are satisfied with child and family related educational workshops
- ▶ % Individuals who report they are satisfied with the overall services of the child and family specialist



FAMILY FOCUSED RESULTS

TWO-GENERATIONAL APPROACH

How Much Better Off Are People After Services?

- ▶ # Families who obtained subsidized child care through CCA support
- ▶ # Children who enter CCA with behavioral or mental health needs and receive necessary supportive services through ARISE partners
- ▶ # Families with an increase in knowledge of child's specific needs and appropriate interventions
- ▶ # Families who an increase in family health and well-being from intake to discharge

